Job Title: Desktop Services Specialist

Department: Information Technology

Supervisor or Manager: Assistant Director of Technical Services

Date Created: 2/13/07 Last Revised: 12/16/15 FLSA Status: NE

**Our Mission:** It is the mission of Saint Michael’s College to contribute through higher education to the enhancement of the human person and to the advancement of human culture in the light of the Catholic faith.

**Major Objectives of the Position:**
- Oversight and implementation is provided for release and change management of desktop hardware and software
- Customer-focused, timely and accurate support is available to faculty, students and other Saint Michael's College constituents
- Work orders, service requests, inventory, and solutions in the IT Helpdesk system is recorded in an accurate and timely manner
- Other work groups in IT are coordinated with to maintain desired levels of service and increase levels of customer satisfaction

**Essential Duties and Responsibilities:**
- Develops and maintains documentation related to hardware and software installations
- Delivers software updates to the College desktop
- Creates automated installations for supported software
- Contributes information to IT best practices documentation (print, web, cable broadcast, e-mail and voice)
- Maintains College desktop images and related documentation
- Provides desktop support to students, faculty and staff including hardware, Microsoft software and other applications
- Performs daily support activities such as installation, troubleshooting, and working with vendors to resolve issues and problems

**Secondary Responsibilities:**
- Evaluates and recommends new desktop solutions, new software solutions and releases
- Plans and projects budget needs for desktop hardware and software
- Provides cross-training of IT department staff
- Maintains College equipment, as well as accurate and timely College hardware and software inventory records

**Positions Supervised:**
- None

**Position’s Major Contacts:**
- Campus community (faculty, staff, students, alumni)
- Vendors (Competitive Computing, Dell, others)

**Demonstrates Excellence in this Position:**
- Shows commitment to the Information Technology department’s mission of providing a robust technology environment for the students, faculty and staff of Saint Michael’s College
- Understands the important role of the department as primary information technology provider on the SMC campus
- Demonstrates a sound understanding of academic and business processes/cycles that the department supports
- Displays an awareness of how the technologies deployed by the department affect those who use them
- Clearly understands the impact of change on customers and vendors/partners
- Creates stimulating, proactive communication plans and consistently completes projects on time and on budget
- Takes on new challenges willingly to enhance services provided by the department and for the betterment of the College
Job Title: Desktop Services Specialist

• Assumes responsibility for outcomes and takes appropriate action to ensure individual and team success
• Remains open to continuous evaluation and improvement at all times

Education and Work Experience:
• Bachelor’s degree in Computer Science or equivalent experience and training
• Experience working with a diverse range of clients
• Complete understanding of Microsoft operating systems and the Microsoft Office Suite of applications
• A minimum of two years experience working in a Helpdesk or Service Center

Analytic Skills:
• The ability to recognize several likely causes of events, analyze relationships among several parts of a problem or situation, and then formulate a multi-step response.

Language and Literacy Skills:
• Reads and interprets documents such as operating instructions, procedure manuals, and College policies to guide own behavior. May need to spend substantial time on the telephone or in meetings to gather necessary information and plan projects. May need to respond to questions and solve problems for people using communications skills. Has the demonstrated ability to prepare or revise written reports or other documents.

Computer/Technology Skills Required:

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<th>Software</th>
<th>None</th>
<th>Working Knowledge</th>
<th>Intermediate</th>
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<td>Microsoft Word</td>
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Licenses, Certifications and Other Requirements:
• MCP desired, but not required
• A+ certification desired, but not required

Physical Demands:
Work is often performed in a typical office environment requiring:
• Sitting in a normal seated position for extended periods of time
• Reaching by extending hand(s) or arm(s) in any direction
• Dexterity sufficient to manipulate objects with fingers, for example operating a computer keyboard
• Communication skills using the spoken word
• Vision sufficient to see within normal parameters
• Hearing sufficient to hear within normal range
• No or very limited physical effort
• No or very limited exposure to physical risk

While performing the duties of Desktop Services Specialist, occasionally the employee is required to lift and/or move 10-25 pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential functions.
Additional Requirements for the Job:
- Availability to work some weekends and evenings at the start of a new semester, when incidents occur off hours and as requested by management
- Occasional overnight travel required for conferences and training
- Oral and written communication skills sufficient to assist customers, work with vendors and consultants and accomplish assignments involving documentation of best practices and operating procedures, as well as service maintenance and repair communications

The above job description in no way states or implies that these duties are the only duties performed by this employee. The incumbent is expected to perform other related duties necessary for the effective operation of the College.